

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

### TONNARD MANUFACTURING CORP

Northwest Pennsylvania Industrial Resource Center

#### Tonnard Manufacturing Achieves Iso 9000 Certification

**Client Profile:**

Tonnard Manufacturing, located in Corry, Pennsylvania, is a manufacturer of metal stampings. Major customers include Harley-Davidson and Cutler-Hammer. Founded in 1966, the company employs approximately 85 workers and has annual sales of approximately \$7 million.

**Situation:**

Tonnard Manufacturing's major customers requested that the company become certified in a recognized quality standard, launching the company's quest to achieve ISO 9000 registration. Tonnard contacted the Northwest Pennsylvania Industrial Resource Center, Inc. (NWIRC), a NIST MEP network affiliate, for help achieving this goal.

**Solution:**

To accommodate Tonnard and other local manufacturers, NWIRC formed a consortium of companies interested in ISO 9000 registration. The consortium offset the cost of training and education that would lead to registration. Tonnard successfully completed all elements of the consortium and then proceeded to work directly with NWIRC to complete implementation of a quality system. The company achieved ISO 9000 registration in February 2001.

**Results:**

- Achieved ISO 9000 certification.
- Improved quality.
- Improved productivity.
- Improved customer service.
- Achieved a stronger competitive position.
- Retained several major customers.

**Testimonial:**

,